



Center for Learning and Development

Online Class Catalog

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Professional Development

Administrative Curriculum

Behavior: Putting Your Best Foot Forward
Managing Yourself and Those Around You
Partnering with Your Boss
Communicating with Power and Confidence
Advanced Administrative Support Simulation
Effective Administrative Support Professional Simulation

Getting Started--Administrative Support
Overview to Effective Business Communication
Using Effective Business Communication
Administrative Functions
Advancing Your Administrative Career

Communication Curriculum

Experiencing Anger
Managing Anger in the Workplace Simulation
Professional Assertiveness
Communication Etiquette
Etiquette and the Business Meeting
Etiquette for Supervisors
Business Etiquette and Professionalism Simulation
Foundations of Grammar
Sentence Construction
Understanding Writing Mechanics
Punctuating with Skill
Writing with Intention
Avoiding Errors in Usage and Punctuation
Avoiding Grammatical Errors in Business Writing
Crisp Composition
Writing to Reach the Audience
Getting the Most from Business Documents
The Writing Process
The Basics of Listening
Listening for Comprehension
Listening for Higher Purposes
Enhancing Your Listening Skills
Effective Listening Skills Simulation
An Essential Guide to Giving Feedback
Coping with Criticism and Feedback
Giving Feedback to Colleagues
Team Feedback: A Guide
Giving Feedback: A Manager's Guide
Effective Feedback for Employees and Colleagues
Effective Use of Feedback for Teams Simulation
Essentials of Electronic Communication
Optimizing E-mail at Work
What Is Emotional Intelligence?

Managing Your Anger
Assertiveness from the Inside Out
Assertive Communication Simulation
Building Effective Interfunctional Relationships
Building Effective Intercultural Relationships
Building Effective Intergender Relationships
Everyday Business Etiquette
Perspectives on Conflict
Handling Conflict with Others
Managing Conflict in the Organization
Dealing with Conflict in the Workplace Simulation
Managing Conflict in the Workplace Simulation
Presenting to Succeed
Delivering Your Message
Presentation Resources Available to You
Delivering Successful Presentations Simulation
Planning Effective Business Meetings
Leading Effective Business Meetings
Participating Effectively in Business Meetings
Effective Business Meetings Simulation
The Emotionally Intelligent Leader
Emotional Intelligence in the Workplace Simulation
The Process of Interpersonal Communication
The Mechanics of Effective Communication
Communication Skills for the Workplace
Communicate for Results
Communication Skills for Leadership
Communication Skills for Resolving Conflict
Communicate for Contacts
Interpersonal Communication Skills for Teams
Difficult People in the Workplace
Working with Aggressive People
Working with Negative People and Procrastinators

Emotional Intelligence at Work
Teamwork and Emotional Intelligence
Increasing Your Emotional Intelligence
Effective Telephone Techniques
Making Telephone Calls Count

Working with Arrogant and Duplicitous People
Managing and Working with Difficult People
Communicating Effectively with Difficult Coworkers
Telephone Skills for Business Professionals

Customer Service Curriculum

Excellence in Internal Customer Service
Serving Your Internal Customers
ITIL: Continuity and Availability Management

Overcoming Internal Customer Service Problems
Internal Customer Service: Conflict and Complaints

Finance and Accounting Curriculum

Principles of Financial Management
Basics of Budgeting
Managing Cash Flows
Understanding Financial Statements
The Basics of Budgeting
Effective Budget Management

Building an Operating Budget
Capital Budgeting
Managing Budgets Effectively
Creating and Analyzing an Operating Budget
The Ins and Outs of Capital Budgeting

Human Resources Curriculum

Hiring Considerations
Effective Interviewing
Selecting the Best Applicant
Effective Interviewing Skills Simulation
Workplace Aggression: The Scope of the Problem
The Three Stages of Aggressive Behavior
Potential Powder Kegs: Identifying & Defusing
How to Make Your Company Safer
Keeping Your Company out of Legal Trouble
Managing a Violent Crisis
EEO and Affirmative Action (HRCI/PHR)
Sexual Harassment in the Workplace (HRCI/PHR)

Employee Relations (HRCI/PHR)
Non-union Work Environments (HRCI/PHR)
Union Work Environments (HRCI/PHR)
Employee Benefit Programs (HRCI/PHR)
Employee Development (HRCI/PHR)
Human Resource Development (HRCI/PHR)
Recruitment and Selection (HRCI/PHR)
Occupational Health and Safety (HRCI/PHR)
Employee Compensation (HRCI/PHR)
Why Diversity Matters
Changing the Corporate Culture
Managing Employment (HRCI/PHR)

Knowledge Management Curriculum

Training for Business Results
The Art of Knowledge Management
Knowledge as Capital
Putting Knowledge to Work
Managing Knowledge Workers
Benchmarking for Best Practices

Being a Knowledge Activist
Knowledge as Strategy: Performance Improvement
The Power of the Learning Organization
The Potential of Self-directed Learning
Implementing and Evaluating Self-directed Learning
Performance Support

Leadership Curriculum

The Mark of a Leader
Communicating a Shared Vision
The Enabling Leader
Removing Performance Barriers
Communicating as a Leader
Coaching for Performance
Leading through Change
The Leader as a Model
Going from Management to Leadership Simulation
Growing from a Manager to a Leader Simulation
Initiating a Succession Plan Simulation
Implementing a Succession Plan Simulation

Challenges of the 21st Century
Organizational Culture and Leadership
Energizing and Empowering Employees
Leadership and the Knowledge Worker
Leading Change from the Front Line
Dynamics of Leadership
Leading from the Front Line Simulation
Succession Planning Overview
Succession Planning Strategies
Succession Planning and Human Resources
Succession Planning Management

Management Curriculum

Successful Coaching Relationships
Key Stages in Coaching
Coaching Skills
Mindsets, Emotions, and Coaching
Coaching Trends
Coach with Confidence Simulation
Delegation Basics
The Personal Approach in Delegation
Managing the Delegated Environment
Effective Delegation Simulation
Competencies for Tomorrow's Managers
Development Tools for Tomorrow's Managers
The Manager as Coach and Counselor
The Manager as Project Champion
A Manager's Primer for Ensuring Accountability
Continuous Learning for Tomorrow's Managers
Essential Skills for Tomorrow's Managers Simulation
Essential People Management Skills Simulation
The Path from Pessimism to Optimism
Proactive Approaches to Stop Negativity
Overcoming Organizational Negativity
Preventing Problem Performance
Identifying Problem Performance
Improving Problem Performance
Dealing with Problem Performance
Averting Problem Performance Simulation
Beginning the Change Process
Managing Through the Change
Incorporating Change in Your Organization

Addressing Problem Performance Simulation
Understanding Technical Professionals
Attracting, Motivating, and Retaining Tech Profs.
Models for Managing Technical Professionals
Career Plans for Your Technical Professionals
Effective Mentoring
The Mentoring Manager
Implementing an Organization wide Mentoring Prgm
Mentoring Strategies in the 21st Century
Achieving Success with the Help of a Mentor
E-Mentoring
Mentoring Essentials Simulation
Management Development for Tech Professionals
Communication Skills for Successful Management
Process Management Skills
Leadership Development for Technical Professionals
Strategies for Transitioning into Management
Transitioning from Tech Professional to Management
From Tech Professional to Leadership
Becoming a Manager
A New Manager's Responsibilities and Fears
Lead and Communicate Effectively
A New Manager's Role in The Company's Future
Moving into Management Simulation
Leadership in Management Simulation
Continuous Performance Assessment
Reviewing Performance
Performance Appraisal Simulation

Process Improvement Curriculum

Why Customer Driven?
Identifying What the Customer Wants
Translating Requirements into Process Goals
Managing Customer-driven Process Improvement
Simulation

Understanding Processes
Implementing Improvements
Managing Process Improvements

Personal Development Curriculum

The Role of Critical Thinking in Organizations
Developing Fundamental Critical Thinking Skills
Strategies for Facilitating Critical Thinking
Critical Thinking Skills for Managing
Organizational Scope of Critical Thinking
Critical Thinking Strategies Simulation
Perspectives on Organizational Change
Being Prepared for Change
Communicating during Organizational Change
Dealing with Organizational Change Simulation
Finding Your Life Balance
Success over Stress
Working More Effectively Simulation

Strategies for Better Balance
Living a Balanced Life Simulation
Foundations of Effective Thinking
Framing the Problem
Generating Alternatives in Problem Solving
Dynamic Decision Making
Implementing and Evaluating a Decision
Problem Solving and Decision Making in Groups
Creative Problem Solving and Effective Thinking
Rational Problem Solving and Decision-making
You and Your Time
Techniques for Better Time Management
Developing Good Time-management Habits

Project Management Curriculum

An Introduction to Project Management
Project Life Cycles and Stakeholders
Introduction to Project Process Groups
Project Planning
Executing, Controlling, & Closing Projects
Initiating a Project and Preparing the Project Plan
Executing and Completing a Project
Planning Project Scope
Controlling Project Scope
Elements of Project Time Management
Planning Project Procurement and Requesting Seller Responses

Project Scheduling
Estimating Activity Costs
Budgeting and Controlling Costs
Planning for Quality
Performing Quality Assurance and Control
Elements of Project Human Resource Management
Implementing Project Human Resource Management
Communication Planning & Information Distribution
Planning and Identifying Project Risk
Analyzing Project Risk
Choosing Sellers and Administering and Closing Contracts

Strategic Planning Curriculum

Fundamental Components of a Business Case
Developing Target Market Strategy
Understanding Positioning
The Marketing and Sales Plan
Pricing for Profitability
Presenting Your Case
Setting the Stage for IT Success
Strategic Decision Making

IT Challenges: Present and Future
Strategic Management - Planning
Strategic Management - Analysis and Choice
Strategic Management - Corporate Implementation
What Is Systems Thinking?
Building a Healthy System
Systems-thinking Models and Thinking Skills
System Archetypes

Taking Systems Thinking into Your Personal Life

Redesigning Your Organization: Part I

Redesigning Your Organization: Part II

Team Building Curriculum

Launching Successful On-site and Virtual Teams

Leading Successful On-site Teams

Leading Virtual Teams

Facilitating On-site and Virtual Teams

Team Conflict: The Seeds of Dissent

Analyzing Workplace War Zones

Getting Past Clashes: Valuing Team Diversity

Participating in Teams Simulation

Conquering Conflict through Communication

The Path to Peace and Harmony

Manager's Performance Guide - Team Conflict Skills

Making Teams Work Simulation

Effective Team-building Strategies

Effectively Communicating in Teams

The Individual's Role in a Team

Computer Skills for End Users

Microsoft Office 2003

Advanced Customization

Sharing Project Data and Working with Macros

Organizing and Managing Project Information

Working Collaboratively

Enterprise Project Management

Advanced Analysis of your Project

Creating Basic Presentations using PowerPoint 2003

Slide Layout and Design in PowerPoint 2003

Using Visuals in PowerPoint 2003 Presentations

Finalizing PowerPoint 2003 Presentations

Creating and Defining a Project

Specifying and Assigning Resources

Tracking and Reporting Progress

Creating Diagrams with Visio 2003

Developing Diagrams with Visio 2003

Visio 2003 and Other Programs

Microsoft Office 2000

Microsoft Office 2000 - Beginning Access

Microsoft Office 2000 - Intermediate Access

Microsoft Office 2000 - Advanced Access

Microsoft Office 2000 - Advanced Excel

Microsoft Office 2000 - Excel for Power Users

Office 2000 - Advanced Project

Microsoft Office 2000 - Advanced Word

Microsoft Office 2000 - Word for Power Users

Microsoft Office 2000 - Beginning Excel

Microsoft Office 2000 - Intermediate Excel

Microsoft Office 2000 - Beginning Project

Microsoft Office 2000 - Intermediate Project 2000

Microsoft Office 2000 - Beginning Word

Microsoft Office 2000 - Intermediate Word

Microsoft Office 2000 - Beginning PowerPoint 2000

Microsoft Office 2000 - Advanced PowerPoint 2000

Microsoft Project 2002

Getting Started with Project 2002

Up and Running with Project 2002

Workgroup, Collaboration, and Advanced Reporting

Options in Project 2002

Tracking and Reporting with Project 2002

Data Sources, Templates, Customization in Project

Seagate Crystal Reports

Introduction to Reporting with Crystal Reports 10

Creating Reports with Crystal Reports

Presenting and Distributing Reports w/ Crystal 10

Creating Basic Reports with Crystal Reports 10

Manipulating Report Data with Crystal Reports 10

Computer Skills for Professionals

Enterprise Database Systems

Overview of SQL Server 2000
Installing and Configuring, SQL Server 2000
Overview of SQL Server 2000
Architecture and Administration Tools in Oracle9i
Database and Instance Management in Oracle9i
Database Structures in Oracle9i
Backup and Recovery Overview Oracle9i
User-Managed Backup/Recovery in Oracle9i
Recovery Manager Maintenance in Oracle9i
Transporting and Loading Data in Oracle9i
Data Storage in Oracle9i
Tables and Indexes in Oracle9i
Data Integrity in Oracle9i
Users and Profiles in Oracle9i
Privileges and Roles in Oracle9i
Globalization and Auditing in Oracle9i
Networking Overview for Oracle9i Administrators
Oracle Network Configuration in Oracle9i
Introduction to Oracle and SQL in Oracle9i
SQL Functions in Oracle9i
Subqueries, Reporting, and Access Control in Oracle
Defining and Manipulating Data in Oracle9i
Introducing Oracle9i Database
Manageability Enhancements in Oracle9i
Availability Features in Oracle9i
Scalability and Performance in Oracle9i
Development Platform in Oracle9i
Security Overview for Oracle9i Administrators
Performance Tuning Methodology and Tools in Oracle9i
Tuning Memory Structures in Oracle9i
Tuning Database Structures in Oracle9i
Tuning Systems and Applications in Oracle9i
Oracle 10g: New Installation and Configuration
Oracle 10g: New Data Loading Features
Oracle 10g: New Space Management Features
Oracle 10g: New Storage Features
Oracle 10g: Tuning, Monitoring, and Analysis
Oracle 10g: New Backup and Recovery
Oracle 10g: Using Flashback
Oracle 10g: New Features in Security and Software
Oracle 10g: Miscellaneous New Features
Oracle 10g: Installing Oracle Database 10g
Oracle 10g: Creating Databases
Oracle 10g: Database Interfaces
Oracle 10g: Database Control and Storage Structures
Oracle 10g: Users and Security
Oracle 10g: Managing Schema Objects and Data
Oracle 10g: The SQL* Loader and PL/SQL
Oracle 10g: Oracle Net Services and Shared Servers
Oracle 10g: Monitoring and Maintenance
Oracle 10g: Managing Undo Data and Lock Conflicts
Oracle 10g: Managing Backup and Recovery
Using Flashback Technology in Oracle 10g
Performing and Managing Backups in Oracle 10g
Adv. Database Recovery and Repair in Oracle 10g
Oracle Listener and Distributed Trans. in Oracle 10g
Using Globalization Support in Oracle 10g
Optimizing Database Performance in Oracle 10g
Managing Storage and System Resources in Oracle
Using the Scheduler to Automate Tasks in Oracle 10g
Using Advanced Features in Oracle 10g
SQL Programming: Database Queries
SQL Programming: Data Handling Techniques

Internet and Network Technology

Voice and Data in Diverse Network Environments	Data Communications
Designing a Voice over IP Solution	Malicious Code
Systems Security Engineering	Network Security Issues
Certification and Accreditation	Firewalls and VPNs
Technical Management	Securing Access to Networks
US Government Information Assurance Regulations	Intrusion Detection and Response in Networks
Access Controls	Analysis and Auditing in Networked Environments
Administration	Operating System and File Security Issues
Auditing and Monitoring	Management and Operations Security Practices
Risk, Response, and Recovery	Access Control and Physical Security
Cryptography	Cryptography and Network Security
Designing a Voice over IP Solution	Security Architecture and Applications Security
Business Continuity Planning, Law, and Ethics	

Operating Systems and Server Technology

Using the Shell in Linux	Getting Started with Windows Server 2003
Managing the Filesystem in Linux	Server 2003 Administration and Services
Administration Tasks in Linux	Windows Server 2003: Basic Concepts
Linux and CLI	Windows Server 2003: Managing Users and Groups
Streams, Pipes, Redirects, and Processes	Windows Server 2003: Resource Access
Regular Expressions and Text Processing	Windows Server 2003: Hardware, Disks, & Logical
File Handling in Linux	Windows Server 2003: Server Environment
File System Mounting and Management	Windows Server 2003: Disaster Recovery
Partitions, File Systems, and Disk Quotas in Linux	Planning and Implementing Active Directory
Windows 2000 - AD Design: Directory Infrastructure	Planning Active Directory Services
Windows 2000 - AD Design: Directory Security	Active Directory Sites, Replication, and Trusts
Windows 2000 - AD Design: Schema & Replication	Implementing Active Directory Users and Groups
Windows 2000 - Network Protocols	Planning and Implementing Group Policy
Windows 2000 - New Features and Architecture	Configuring and Troubleshooting Group Policy
Windows 2000 - Installation	UNIX Shell Scripting Basics
Windows 2000 - Administration	UNIX Shell Scripting Tools
Windows 2000 - Users	Writing UNIX Shell Programs
Windows 2000 - Groups and Terminal Services	UNIX User and Data Management
Windows 2000 - Files and Folders	Deploying and Initializing UNIX Systems
Windows 2000 - Advanced File & Folder Mgmt.	Securing UNIX Systems
Windows 2000 - Configuration & Optimization	Managing UNIX Software and System Services
Windows 2000 - Storage and Printing	Networking and UNIX Name Resolution
Windows 2000 - Events	Managing UNIX Clients
Windows 2000 - Backup and Recovery	Administering UNIX Network Services
Windows 2000 - Group Policy	UNIX Systems Management
Windows 2000 - Net. Protocols & Remote Access	Introduction to UNIX
Working with UNIX Files and Directories	UNIX System Architecture
Working with UNIX Programs	Customizing the UNIX User Environment
Text Editing and Printing in UNIX	

Software Development

Java 2 Language Basics	Web Application Tracing and Debugging in C#
Creating Classes in Java 2	Web Application Maintenance in C#
Java 2 Language Features	XML Web Services and Microsoft.NET
Building Web Services and Web-Service Clients with Microsoft .NET	Office 2000 - Solution Development: Developing Excel Applications
Introduction to Creating GUIs in Java 2	Core Java 2 Utilities
Web service technologies	VBScript - Elements, Arrays and Procedures
Java technologies for web services	VBScript- Functions, Core Objects, and Classes
Java web service clients	Fundamentals of Rational Rose 2001
Testing and Instrumenting Web Applications in C#	Enhanced Features of Rational Rose 2001

Web Design

Getting Started with Photoshop 6.0	Structuring Web Pages with Dreamweaver MX
Up and Running with Photoshop 6.0	Using Advanced Dreamweaver MX Tools
Getting Started with Photoshop 7.0	Basic Animation in Macromedia Flash MX
Up and Running with Photoshop 7.0	Increased Application of Macromedia Flash MX
Dreamweaver MX Development Environment	Using ActionScript in Flash MX
Dreamweaver MX to Develop ColdFusion MX Aps.	Objects, Functions, and Components in Flash MX
Getting Started with ColdFusion 5	Basic Design Functionality of Flash MX
Data Retrieval and Manipulation in ColdFusion 5	Advanced Design Functionality of Flash MX
Working with Complex Data in ColdFusion 5	DHTML and Cascading Style Sheets
Reusing Code in Macromedia ColdFusion 5	Making Content Dynamic with DHTML
Extending your ColdFusion 5 Toolkit	XML Language Basics
Exception Handling in ColdFusion 5	Style Sheets and Links
Getting Started with ColdFusion MX	JavaScript: Language Basics
Data Retrieval and Manipulation in ColdFusion MX	JavaScript: Scripting
Working with Complex Data in ColdFusion MX	Structuring XML with Schemas
Working with Persistent Data in ColdFusion MX	Advanced Schemas
Creating Reusable ColdFusion MX Code	Transforming and Formatting XML
Enhancing ColdFusion MX Applications	Querying, Navigating, and Linking XML Data
Starting Work with Dreamweaver 4	XML APIs
Getting Started with Dreamweaver 4	Extending XML
Up and Running with Dreamweaver 4	Design Concepts for Web Sites
Advanced Elements in Dreamweaver 4	Advanced HTML Design Elements
Using Basic Dreamweaver MX Tools	Advanced Technology Concepts for Web Designers
Designing and Managing a Web Site with Dreamweaver 4	Client-Side Technologies, Frames, and Interactive Page Elements in Dreamweaver 4
Macromedia Flash 5 Web Design Tools	Basic Features and Functionality of FrontPage 2002
Paint Shop Pro 7: The Basics	Macromedia DreamWeaver 4 Web Design Tools